

Human Services Workgroup: Program Clustering
1st Meeting
Friday, July 22, 11:30-1 p.m.
JRTC, 2-029

Attendees:

Veronica Cunningham: Safer Foundation
Eileen Durkin: Neumann Family Services
Bob Goerge: Chapin Hall
Caronina Grimble: DHS
Grace Hou: DHS
Jim Lewis: Chicago Community Trust
Nancy Shier: Ounce of Prevention
Jennifer Welch: Chicago Department of Family and Support Services

By Phone:

Dee Ann Ryan: Vermilion County Mental Health
Start: 11:45 a.m.

The meeting opened with a restating of the objective: To develop program clustering recommendations for the Human Services Commission to adopt by November.

An update on the current arrangement of programs among state agencies:

- After the passage of 3317, HSC recommendations were followed with the exception that sexual violence and reproductive health remained in IDHS.
- Changes will be implemented January 1st .
 - ✓ Issues remain to be addressed including the role of Department of Child and Family Services and Early Learning Challenge grant brought up issues about licensing and quality ratings.

Is further discussion possible given the current time frame?

- A previous workgroup brought up the possibility of extending the Commission for two more years. That would provide the opportunity to look deeper at program configurations.
- The current agency program structure developed over a 35 year period because of various financial, political, legal issues. While the structure addresses bureaucratic needs, in many cases it may not provide services adequately or efficiently.
- The HSC purview is pretty broad. Will the focus be in specifics or the larger human service system? Perhaps a three year effort should be made to look at these issues in specifics.
- Would be in the best interest of the HSC to make suggestions about how to reconfigure the system.

- Because the group was established by Executive Order- this may be a consideration for a possible agenda item for next meeting.

How should the planning be done?

- If an outside resource is used, it may be difficult to implement the resulting plan.
- Previous attempts with an outside resource (McKinsey) did not work as planned.
 - ✓ Legal issues and interpretation of laws make it difficult to share info across programmatic areas – this blunted the effects of the 1997 reform proposals.
- Utilizing the HSC to propose reforms is preferable to bringing in outside consultant because the HSC has an effective group of state and outside people working together now.
- There may need to be a change in delivery model and philosophy.

What has changed between the work done in the 1990's and now? What of the work done then can be implemented that has not been implemented?

- Currently resources are scarcer than what they were in the 1990's and the workforce has been "cut in half".
- A substantial review of how state human service programs are organized and operated may be needed.

It was recommended by the group that the recommendations from the HSC's third report be reiterated. Those recommendations include:

A comprehensive review of the current service delivery system in Illinois with the goal of implementing changes leading to:

1. Aligning programs and outcome goals
2. Ensuring quality client outcomes and building mechanisms for quality improvement
3. Reducing disparities in quality of life between members of different social groups and protecting vulnerable populations
4. Maximizing efficiency in service provision and reducing costs where possible

Task scope would include:

1. Assessing agency assignment for programs
2. Maximizing federal and other grant opportunities
3. Coordinating services for clients, particularly those with multiple needs
4. Identifying most effective service strategies
5. Aligning service provision with desired outcomes

6. Aligning service and data needs with the Framework process and building annual and interim indicators systems

The planning process would:

1. Coordinate with the executive and legislative processes related to budgeting for outcomes
2. Include input from state agencies, providers and advocates, experts, and elected officials
3. Build on strong existing service models and demonstration projects existing in Illinois
4. Be evidence-based or promising practices

In addition to these previous recommendations, the following recommendations were also noted:

1. The life of the Human Services Commission be extended and that the Human Services
2. The Human Services Commission be charged with the responsibility to oversee the work outlined by the Commission in its third report.

The meeting was adjourned.